

**UNC DSC Change Management Committee Minutes**  
**Wednesday 09 June 2021**  
**Via teleconference**

<b>Attendees</b>			
Bob Fletcher (Chair)	(BF)	Joint Office	Non-Voting
Maitrayee Bhowmick-Jewkes (Secretary)	(MBJ)	Joint Office	Non-Voting
<b>Shipper User Representatives (Voting)</b>			
Claire Louise Roberts	(CLR)	Scottish Power	Class A Voting
Oorlagh Chapman	(OC)	Centrica	Class A Voting
Ross Easton	(RE)	Total Gas & Power	Class B Voting
Alexander Mann	(AM)	Gazprom	Class C Voting
<b>Transporter Representatives (Voting)z</b>			
Guv Dosanjh	(GD)	Cadent	DNO Voting
Helen Chandler (Alternate for Richard Pomroy)	(HC)	Northern Gas Networks	DNO Voting
Richard Loukes (+ alternate for Teresa Thompson)	(RL)	National Grid	NTS Voting
Heather Ward	(HW)	IGT Representative	IGT Voting
Kundai Matiringe	(KM)	IGT Representative	IGT Voting
<b>CDSP Change Management Representatives (Non-Voting)</b>			
James Rigby	(JR)	Xoserve	
Paul Orsler	(PO)	Xoserve	
Emma Smith	(ES)	Xoserve	
<b>Observers/Presenters (Non-Voting)</b>			
Andy Clasper	(AC)	Cadent	
Clare Manning	(CM)	EON	
David Addison	(DA)	Xoserve	
Emma Catton	(EC)	Correla	
Jane Goodes	(JG)	Xoserve	
Jo Williams	(JW)	Correla	
Karen Visgarda	(KV)	Joint Office	
Lorraine O'Shaughnessy	(LOS)	Joint Office	
Mark Jones	(MJ)	SSE	
Mark Pollard	(MP)	Correla	
Matt Rider	(MR)	Correla	
Rachel Addison	(RA)	Correla	
Rachel Taggart	(RT)	Xoserve	
Richard Hadfield	(RH)	Correla	
Sally Hardman	(SHa)	SGN	
Simon Harris	(SH)	Xoserve	
Steve Pownall	(SP)	Xoserve	
Tracy O'Connor	(TOC)	Correla	

Copies of all papers are available at: <http://www.gasgovernance.co.uk/dsc-change/090621>

**1. Introduction**

Bob Fletcher (BF) welcomed all to the meeting and confirmed the meeting quorate.

**1.1. Apologies for absence**

Richard Pomroy

Teresa Thompson

**1.2. Alternates**

BF confirmed the following alternates:

Helen Chandler for Richard Pomroy

Richard Loukes for Teresa Thompson

**1.3. Confirm Voting rights**

Representative	Classification	Vote Count
<b>Shipper</b>		
Claire Louise Roberts	Shipper Class A	1 vote
Oorlagh Chapman	Shipper Class A	1 vote
Ross Easton	Shipper Class B	2 votes
Alexander Mann	Shipper Class C	2 votes
<b>Transporter</b>		
Guv Dosanjh	DNO	1 vote
Helen Chandler for Richard Pomroy	DNO	1 vote
Richard Loukes + Alternate for Teresa Thompson	NTS	2 votes
Heather Ward	IGT	1 vote
Kundai Matiringe	IGT	1 vote

**1.4. Approval of Minutes (12 May 2021)**

Minutes from the previous meetings were approved.

**1.5. Review of Outstanding Actions**

**0302:** *XRN5144 Enabling Re-assignment of Supplier Short Codes to Implement SoLR Directions* DA to a) seeks clarity from Ofgem re policy decision, and b) further articulate the costs.

**Update:** Dave Addison (DA) advised that Xoserve have submitted a high-level solution options paper to Ofgem in relation to the re-assignment of Supplier Short Codes following a SoLR (Supplier of Last Resort) event. DA noted that one of the options being proposed is the retention of the GDE files. The use of these files is due to end with the implementation of the Central Switching Service (CSS). However, as this file will allow updates to Supplier IDs, Xoserve are proposing to use them within the UK Link system to amend and update Supplier IDs in the event of a SoLR. DA added that a more comprehensive impact assessment with DSC Parties will be carried out for the solution options being proposed once Xoserve have completed their discussions with Ofgem. It was suggested that this action should be deferred until August in order for these discussions to be completed. **Carried Forward.**

**0501:** Xoserve (JR) to provide a cost breakdown for each constituency for Minor Release Drop 9.

**Update:** This action has been covered under Agenda item 4.8. **Closed.**

**0502:** Xoserve (JR) to provide further details of proposal to use the Xoserve Change Fund for updating the Change Management webpages on Xoserve.com.

**Update:** James Rigby (JR) provided an update on Xoserve’s Project 1Stop, which is aimed at identifying Xoserve’s customers’ needs and address any issues they face in relation to the change process. Please see the published slides for full details.

JR advised the Xoserve Change Fund would be used to carry out the changes being proposed to the Xoserve website under Project 1Stop, noting that a survey will be issued to gain customer

sentiment on the website improvement requirements in order to facilitate the changes that Xoserve’s customers wanted to see.

Oorlagh Chapman (OC) noted that further financial details for these proposed works were needed prior to them being submitted as part of the Xoserve Business Plan for 2022 (BP22). JR accepted this and noted he would share this information. The Committee agreed this would be a standing agenda item going forward. **Closed.**

**2. DSC Change Budget Update & Horizon Planning**

**2.1. Change Budget Update**

James Rigby (JR) provided a brief update of the DSC Change Budget for 2021/22, advising the Committee that the total available funds in the budget had decreased by £326k as a result of the November 2021 Major Release BER replacing the high level solution option costs.

JR also noted that Xoserve will be engaging with the Committee to finalise the budget for the next business year to facilitate BP22. JR added that as part of the process the Change Pipeline and feedback from the Committee will be reviewed. JR advised that Xoserve would be in touch with the Committee members to set up sessions to gain their feedback before drafting the BP22 Change Budget.

**XRN5321 - PAC ring-fenced budget reappportionment**

JR reminded the Committee that Xoserve had proposed that the NTS share of PAC’s ring fenced budget should be reappportioned and be divided equally amongst the other constituencies. However, further to the IGT Representative’s challenge of the proposed allocation methodology to IGTs was disproportionately higher, Xoserve have revised the reappportionment of the PAC budget.

Shipper, DNO and IGT Members were asked to approve the reappportionment of the PAC ring-fenced budget.

Members voted unanimously in favour as follows:

<b>Voting Outcome:</b>		
<b>Shipper Representatives</b>	<b>Voting Count</b>	<b>For/Against</b>
Claire Louise Roberts	1	For
Oorlagh Chapman	1	For
Ross Easton	2	For
Alexander Mann	2	For
<b>Total</b>	<b>6</b>	For
<b>Transporter Representatives</b>	<b>Voting Count</b>	<b>For/Against</b>
Guv Dosanjh	1	For
Helen Chandler	1	For
Heather Ward	1	For
Kundai Matiringe	1	For
<b>Total</b>	<b>4</b>	For

## 2.2. Change Pipeline

Rachel Taggart (RT) presented the Change Development and Delivery Pipeline, noting there was little change in the Change Pipeline besides the current changes moving through the change lifecycle as previously agreed by the Committee.

For a detailed update, please refer to the published slides on the meeting page.

## 3. Capture

### 3.1. New Change Proposals – Initial Review

#### 3.1.1 XRN5365 - Request impact assessment on aligning Major Releases to the REC Release Schedule (Thursday release and 3 Major Releases per year)

Paul Orsler (PO) presented this Change Proposal (CP) explaining that the Retail Energy Code (REC) Manager are proposing to align delivery of REC to other market sector delivery implementation day of Thursday, which will be different to the current CDSP change delivery, which is implemented over a weekend.

PO added that the REC Manager are also proposing three major releases in a year (in February, June and November) for delivery of REC changes, whereas under current DSC funding arrangements there are two major releases each year. This CP is looking assess the impacts of the changes being proposed under the REC.

BF asked if there will be 180 days' notice period for each release under the REC proposals. PO stated that would be a reasonable assumption but noted he could not confirm this until he had further details from the REC Manager.

All Members were asked to approve this change to progress into the Capture Phase.

Members voted unanimously in favour as follows:

<b>Voting Outcome:</b>		
<b>Shipper Representatives</b>	<b>Voting Count</b>	<b>For/Against</b>
Claire Louise Roberts	1	For
Oorlagh Chapman	1	For
Ross Easton	2	For
Alexander Mann	2	For
<b>Total</b>	<b>6</b>	For
<b>Transporter Representatives</b>	<b>Voting Count</b>	<b>For/Against</b>
Guv Dosanjh	1	For
Helen Chandler	1	For
Richard Loukes	2	For
Heather Ward	1	For
Kundai Matiringe	1	For
<b>Total</b>	<b>6</b>	For

### 3.1.2 XRN5368 - Gemini Change Programme Sustain

Rachel Addison (RA) provided a brief overview of this CP noting it proposes to deliver improvements to align with the long term roadmap of Gemini, based on the needs of a changing industry to meet customer expectations.

Shipper, DNO and NTS Members were asked to approve this change to progress into the Capture Phase.

Members voted unanimously in favour as follows:

<b>Voting Outcome:</b>		
<b>Shipper Representatives</b>	<b>Voting Count</b>	<b>For/Against</b>
Claire Louise Roberts	1	For
Oorlagh Chapman	1	For
Ross Easton	2	For
Alexander Mann	2	For
<b>Total</b>	<b>6</b>	For
<b>Transporter Representatives</b>	<b>Voting Count</b>	<b>For/Against</b>
Guv Dosanjh	1	For
Helen Chandler	1	For
Richard Loukes	2	For
<b>Total</b>	<b>4</b>	For

### 3.2 XRN5120 - MAP to UK Link Comparison Service Progress Update

Simon Harris (SH) provided an update on the progress of this CP and continued activities being undertaken with Meter Asset Providers (MAPs).

For a detailed update, please refer to the published slides on the meeting page.

SH advised that Xoserve were proposing to withdraw this CP noting that its withdrawal would see £75k returned to Shipper constituents. He added that additionally, an interim Comparison Service is being offered to MAPs and will be supported by Xoserve over the course of 2021, in line with MAP customer requirements and future enhanced services are being considered for MAP customers, which are likely to progress under commercial agreements rather than be funded under DSC Change.

Claire Louise Roberts (CLR) asked if Xoserve could provide an updated figure for MAP meter population. SH noted that this figure was around 13 million and will need to be refreshed before go live.

Shipper Members were asked to vote to approve the withdrawal of this CP.

Members voted unanimously in favour as follows:

<b>Voting Outcome:</b>		
<b>Shipper Representatives</b>	<b>Voting Count</b>	<b>For/Against</b>
Claire Louise Roberts	1	For
Oorlagh Chapman	1	For
Ross Easton	2	For
Alexander Mann	2	For
<b>Total</b>	<b>6</b>	For

## 4 Design & Delivery

### 4.1 Design Change Pack

#### 4.1.1 XRN4117.3 IX Refresh Project

Mark Pollard (MP) provided a brief overview of this CP advising the Committee that since the IX Refresh Project, all hardware had been updated and this CP is updating the UK Link documents to reflect these changes.

All Members were asked to approve the amended design change pack.

Members voted unanimously in favour as follows:

<b>Voting Outcome:</b>		
<b>Shipper Representatives</b>	<b>Voting Count</b>	<b>For/Against</b>
Claire Louise Roberts	1	For
Oorlagh Chapman	1	For
Ross Easton	2	For
Alexander Mann	2	For
<b>Total</b>	<b>6</b>	For
<b>Transporter Representatives</b>	<b>Voting Count</b>	<b>For/Against</b>
Guv Dosanjh	1	For
Helen Chandler	1	For
Richard Loukes	2	For
Heather Ward	1	For
Kundai Matiringe	1	For
<b>Total</b>	<b>6</b>	For

#### 4.1.2 XRN5122 Gemini System Enhancements

RA presented a brief overview of this CP noting it was due to go live on 25 July 2021.

Shipper, DNO and NTS Members were asked to approve the design change pack.

Members voted unanimously in favour as follows:

<b>Voting Outcome:</b>		
<b>Shipper Representatives</b>	<b>Voting Count</b>	<b>For/Against</b>
Claire Louise Roberts	1	For
Oorlagh Chapman	1	For
Ross Easton	2	For
Alexander Mann	2	For
<b>Total</b>	<b>6</b>	For
<b>Transporter Representatives</b>	<b>Voting Count</b>	<b>For/Against</b>
Guv Dosanjh	1	For
Helen Chandler	1	For
Richard Loukes	2	For
<b>Total</b>	<b>4</b>	For

### 4.1.3 XRN5251 – Exit Zone Change

Emma Catton (EC) provided an update on this CP advising that the change pack had been issued but no representations had been received.

Shipper and NTS Members were asked to approve the design change pack.

Members voted unanimously in favour as follows:

<b>Voting Outcome:</b>		
<b>Shipper Representatives</b>	<b>Voting Count</b>	<b>For/Against</b>
Claire Louise Roberts	1	For
Oorlagh Chapman	1	For
Ross Easton	2	For
Alexander Mann	2	For
<b>Total</b>	<b>6</b>	For
<b>Transporter Representatives</b>	<b>Voting Count</b>	<b>For/Against</b>
Richard Loukes	2	For
<b>Total</b>	<b>2</b>	For

### 4.1.4 XRN5341 MOD0745 Mandatory Setting of Auction Bid Parameters

Matt Rider (MR) provided an overview of this CP noting it is due to be delivered on 19 September 2021.

Shipper, DNO and NTS Members were asked to approve the design change pack.

Members voted unanimously in favour as follows:

<b>Voting Outcome:</b>		
<b>Shipper Representatives</b>	<b>Voting Count</b>	<b>For/Against</b>
Claire Louise Roberts	1	For
Oorlagh Chapman	1	For
Ross Easton	2	For
Alexander Mann	2	For
<b>Total</b>	<b>6</b>	For
<b>Transporter Representatives</b>	<b>Voting Count</b>	<b>For/Against</b>
Guv Dosanjh	1	For
Helen Chandler	1	For
Richard Loukes	2	For
<b>Total</b>	<b>4</b>	For

#### 4.1.5 Notice of Delivery of Modification 0728B Change (related to XRN5341)

MR provided an update on this CP noting it was included in the Extraordinary Change Pack for May and is due to be delivered in September 2021.

PO advised EDF had proposed an alternative solution for this CP and Xoserve had been liaising with them to guide them through the process as this CP is required due to an implemented Modification. PO added the solution for this CP was designed to cause minimal impact on Shippers by making minor adjustments to current processes and EDF had now accepted the solution being proposed in principal and requested Xoserve’s support in implementation.

Clare Manning (CM) asked he Xoserve would arrange for additional webinars or send out additional materials to aid implementation. RA advised the Xoserve Project Team would share additional information and use a website to post information and to signpost customers. CM noted this.

Shipper and NTS Members were asked to approve the design change pack.

Members voted unanimously in favour as follows:

<b>Voting Outcome:</b>		
<b>Shipper Representatives</b>	<b>Voting Count</b>	<b>For/Against</b>
Claire Louise Roberts	1	For
Oorlagh Chapman	1	For
Ross Easton	2	For
Alexander Mann	2	For
<b>Total</b>	<b>6</b>	For
<b>Transporter Representatives</b>	<b>Voting Count</b>	<b>For/Against</b>
Richard Loukes	2	For
<b>Total</b>	<b>2</b>	For

#### 4.2 Standalone Change Documents for Approval

##### 4.2.1 CCR for XRN5153 iConversion Phase 2

RA presented the CCR for this CP noting no costs were associated with it as it was originally an internal change.

DNO and NTS Members were asked to approve the CCR.

Members voted unanimously in favour as follows:

<b>Voting Outcome:</b>		
<b>Transporter Representatives</b>	<b>Voting Count</b>	<b>For/Against</b>
Guv Dosanjh	1	For
Helen Chandler	1	For
Richard Loukes	2	For
<b>Total</b>	<b>4</b>	For



#### **4.3 Gemini Horizon Plan**

RA provided a brief overview on the Gemini Horizon Plan and noted there were no material updates to it.

For a detailed update, please refer to the published slides on the meeting page.

#### **4.4 November 2020 Major Release**

Tracy O'Connor (TOC) provided an update on the November 2020 Major Release noting the status for the project was tracking as green and it was on track to be concluded as planned. TOC added that the final elements for historic cleanse activities had been completed on 04 June and final reports were currently being issued to Shippers before the project is closed down.

For a detailed update, please refer to the published slides on the meeting page.

#### **4.5 June 2021 Major Release**

TOC provided a brief update on the June 2021 Major Release which is progressing as planned with the RAG status tracking as green, adding that the CCR for the project is expected to be submitted in January 2022.

For a detailed update, please refer to the published slides on the meeting page.

#### **4.6 November 2021 Major Release**

TOC provided an update on the November 2021 Major Release, noting the RAG status for the project was green and on track to be completed within schedule, noting the implementation approach would be shared with the Committee in July for visibility.

For further details, please refer to the published slides on the meeting page.

#### **4.7 Minor Release Drop 10**

TOC presented an update on Minor Release Drop 10, noting the project was tracking as green since the scope was approved last month and the design build had commenced, with the solution pack due to be issued this month.

TOC added implementation for this Minor Release has been set for 04 September 2021 with a contingency date of 02 October.

For further details, please refer to the published slides on the meeting page.

#### **4.8 Minor Release Drop 9**

TOC provided a breakdown for each constituency for Minor Release Drop 9 as per Action 0501, which the Committee accepted. BF noted Action 0501 is closed.

For further details, please refer to the published slides on the meeting page.

TOC added no further updates would be provided for this project as the CCR had now been issued.

#### **4.9 XRN5218 Project Update**

Leanne Jackson (LJ) provided an update on the XRN5218 Project noting the current RAG status was amber.

LJ advised the target implementation date had previously been moved to 01 August 2021 due to outstanding contractual discussions. However, as these discussions had not yet concluded the proposed implementation date had been moved to 01 September 2021.

For a detailed update, please refer to the published slides on the meeting page.

## 5 Non-DSC Change Budget Impacting Programmes

### 5.1 CMS Update

Jo Williams (JW) provided an update on the CMS Update project including a summary of progress to date and next steps, which includes a workshop to be scheduled for the focus group.

CM, Ross Easton (RE) and Heather Ward (HW) noted they had not received invites for the workshop. JW confirmed she would forward the invites to them.

CLR suggested that the distribution lists should be reviewed to ensure the correct people from the industry were sent the invites. JW accepted this and confirmed she would do so.

Oorlagh Chapman (OC) advised that whilst she had not received an invite, her colleagues had received them and noted that the invites may be issued to those who had attended the sessions before.

For a detailed update please refer to the published slides on the meeting page.

## 6 Any Other Business

### 6.1 Customer Change KVI Questions

Jane Goodes (JG) advised the Committee that Xoserve have issued quarterly Customer Change Surveys to DSC customers in order to assess performance in the delivery of change, noting that Xoserve were planning to seek approval to amend the structure of the Customer KVI.

JG advised that the survey had been created with the new format and sent to customers prior to approval being sought at the June Contract Management Committee Meeting.

For a detailed update please refer to the published slides on the meeting page.

### 6.2 Project 1Stop

This item was covered under Action 0502.

### 6.3 Current SARS Process

CLR advised that ScottishPower had been experiencing difficulties with the current SARS process and wanted to flag this issue in case it was a wider problem in the industry. CLR added the problem was that incorrect reads could not be amended and wanted to review what the solution options were.

PO noted Xoserve have been in discussions to resolve this matter with ScottishPower and had identified a robust review of meter reads was necessary. He added that the solution could be managed in a number of ways and suggested it should be progressed through a regulatory space as SARS are managed under the SPAA (Supply Point Administration Agreement) and will therefore move to the REC in the future.

PO asked the Committee to contact him if they were experiencing any problems with SARS so he could collate the feedback to progress the matter to develop a solution.

## 7 Diary Planning

Further details of planned meetings are available at: [www.gasgovernance.co.uk/events-calendar/month](http://www.gasgovernance.co.uk/events-calendar/month)

Time/Date	Venue	Programme
10:00 Wednesday 07 July 2021	Teleconference	Standard Agenda
10:00 Wednesday 11 August 2021	Teleconference	Standard Agenda

10:00 Wednesday 08 September 2021	Teleconference	Standard Agenda
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**Action Table (as of 09 June 2021)**

Action Ref	Meeting Date	Min Ref	Action	Owner	Status Update
<b>0302</b>	15/03/21	5.2.1	<i>XRN5144 Enabling Re-assignment of Supplier Short Codes to Implement SoLR Directions</i> DA to a) seeks clarify from Ofgem re policy decision, and b) further articulate the costs.	CDSP (DA)	<b>Carried Forward</b>
<b>0501</b>	12/05/21	4.3.2	Xoserve (JR) to provide a cost breakdown for each constituency for Minor Release Drop 9.	CDSP (JR)	<b>Closed</b>
<b>0502</b>	12/05/21	6.1	Xoserve (JR) to provide further details of proposal to use the Xoserve Change Fund for updating the Change Management webpages on Xoserve.com.	CDSP (JR)	<b>Closed</b>